

34
24 FEB 1995 21

1. CASE NO. F94B0150 950105CCC3200		2. INVESTIGATOR'S ID 8554	3. OFFICE CODE 860	EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF INCIDENT YR MO DAY 94 09 10		. DATE INVESTIGATION INITIATED YR MO DAY 95 01 17			
6. SYNOPSIS OF INCIDENT A toaster began smoking and burning while in the off position. The owner was home and noticed the problem. Her husband unplugged the malfunctioning toaster and took it outside. No one was injured. <div style="text-align: center;">MFR/PRVLBR NOTIFIED 1/20/96 <input checked="" type="checkbox"/> No Comments made <input type="checkbox"/> Comments attached <input type="checkbox"/> Excisions/Revisions</div>					
7. LOCATION (Home, school, etc.) single family residence 01		8. CITY Phoenix		9. STATE Arizona (AZ)	
10A. FIRST PRODUCT toaster/oven 0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS (model # TRO510) Black & Decker, Inc., 6 Armstrong, Shelton, CT 06485			
10B. SECOND PRODUCT none		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS N/A			
12. AGE OF VICTIM 999	13. SEX (USE NUMERICAL CODE) MALE - 1 FEMALE - 2 N/A UNKNOWN - 3		14. DISPOSITION no injury 0		15. INJURY DIAGNOSIS no injury N/A 70
16. BODY PART no injury 99		17. RESPONDENT(S) (Mother, Friend) Respondent/Owner & Store Personnel [1]		18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [1] OTHER - 3	
19. TIME SPENT [][6][]					
20. ATTACHMENTS multiple [9]		21. CASE SOURCE incident report [0][5]		22. REVIEWED BY [][][][] YR MO DAY [][][][][]	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [xx] CPSC MAY NOT DISCLOSE MY NAME []					
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE	

NARRATIVE NOTE:

Information in this on-site investigation report was obtained from the owner of the toaster, during my examination of the incident site and sample collection of the appliance. I also spoke with employees of the store where the owner purchased this toaster.

The narrative report and exhibits are attached.

POST-EVENT

The respondent and her husband noticed an electrical burning smell in the house. It was around 2:00 p.m. The respondent determined that this smell was located in the kitchen.

She started checking the electrical appliances in the kitchen. The smell appeared to be coming from the counter to the right of the refrigerator, in the area of the toaster.

She checked the toaster and noticed that the red Signal light was Off, indicating that the toaster was not operating. She looked closely at the toaster and noticed light colored smoke coming up from behind and under the toaster.

Her husband came over, unplugged the toaster and took it out to the back yard. The electrical burning stopped as soon as they unplugged the toaster.

She said that this electrical incident did not trip the circuit breaker to the kitchen wall outlet.

A few days later she notified CPSC about the malfunctioning of her toaster. Shortly after that she found out that her father's toaster (the same brand name and style) caught on fire. Her father threw his toaster oven away. The respondent kept her toaster as evidence.

I met with the lady of the house, examined the kitchen area and the toaster. I did not find any electrical signs of heat or burn damage on the appliance cord. Nor did I notice any signs of heat damage to the wall outlet that the toaster was connected to.

I collected the toaster as sample # CR T-869-8570. This sample was sent to CPSC headquarters for examination and evaluation, see exhibit # 6.

I visited the retail store where the family purchased their toaster. I spoke with the store manager and employees who handle returns. They reported that the store had not received any complaints or claims about malfunctioning toaster ovens from the company that made the unit involved in this incident.

PRODUCT IDENTIFICATION

This incident involved a toaster/oven/broiler, model # TRO 510, manufactured by Black & Decker, 6 Armstrong RD, Shelton, CT 06484.

PRE-EVENT

This incident involved a malfunctioning toaster. The family who owned this toaster lives in a single story house in Phoenix, Arizona.

They purchased the new toaster on 11-29-93 at a nearby retail store. A copy of the receipt for this appliance is attached as exhibit # 3.

The toaster was placed on the kitchen counter next to the refrigerator, see photo # 1. The cord and plug attached to the toaster is approximately 27 1/2 inches long.

A two prong polarized plug is on the end of the toaster's power cord. They inserted the toaster's electrical plug directly into the bottom half of a three prong receptacle wall outlet, see photo # 2 & 3.

I spoke with the lady of the house. I asked if they used the appliance to toast, bake and broil food. She responded that they only used this appliance to toast food. They never used the bake or broil features of this product.

She said the toaster was used by her and her husband on a daily basis. They never had any problems with the toaster nor was it ever repaired prior to the smoking/burning incident.

This incident took place during the afternoon of Friday, September 11, 1994. The respondent decided to have a muffin around 1:00 p.m. She grabbed a muffin and walked over to the toaster oven.

The respondent opened the front glass door to the toaster, placed the muffin inside the toaster, closed the door and pressed the toaster On/Off switch downwards to the On position, see photo # 6.

The red Signal light came On and indicated that the toaster was operating. She had the heat/color selector set to Light.

The toaster heated/toasted her muffin and turned itself Off. She walked over to the toaster, removed the muffin and ate it.

EVENT

The toaster experienced an electrical malfunction and began burning and smoking.

It was purchased during 11-29-93, from Price Club, 5850 W. Bell Road, Glendale, Arizona 85308.

This toaster is rectangular in shape, see photo # 7. It measures roughly 14 3/4 inches long by 8 1/2 inches deep by 7 1/2 inches tall. Heating elements are located inside this appliance.

It has a glass door on the front which is opened by pulling down on a handle which is situated on the top middle section of the door. Food is placed on a slide rack which is located inside the toaster.

Controls are along the right side of the toaster next to the door, see photos # 5 & 6. A rotary type dial control is at the top. This is the Bake On/Off control dial.

The next control is a Toaster On/Off control lever switch. It is located below the bake control dial. The toasting feature of this appliance is activated by pushing the toaster lever switch downwards into the On position.

The toaster heat/color selector dial is situated below the toaster On/Off lever switch. The rotary heat dial includes the settings of "Light", "Dark" and Top Brown".

A red Signal light comes On when this appliance is turned On. This light is located to the right of the Toaster On/Off control lever switch, see photo # 6.

The brand name BLACK & DECKER appears on the door of the toaster (photo # 4) along with the statement (photo # 5):

Continuous Cleaning Toast-R-Oven/Broiler

The bottom of the toaster is metal. Information is etched in this metal. Labeling on the bottom of the toaster includes (photos # 10 - 12):

DISCONNECT TOASTER BEFORE CLEANING

BLACK & DECKER

MODEL NO. TRO 510TY

SHELTON, CONN

120 VOLTS - 1500 WATTS
50-60 Hz AC ONLY
HOUSEHOLD USE ONLY U/L TOASTER
LISTED
228E

A black, two wire, cord and plug is attached to this toaster. The cord and plug measure about 27 1/2 inches long.

The plug is a two prong polarized unit, see photo # 3 & 6. Labeling on the cord includes:

VICTOR CORP VEWC CORP 16/2 AWG TYPE HPN CPE HEATER CORD

I obtained a copy of the owner's manual from the respondent in addition to an insert sheet that came with the product. Labeling on the manual identifies this appliance as a "Toast-R-Oven Broiler", see exhibit # 5.

The insert sheet identifies the toaster as follows (see exhibit # 4):

N	TRO510	1	328
	Model Number		Manufacturing Week

STANDARDS INFORMATION

Information on the toaster indicates that it complies with Underwriters Laboratories Inc. standard # 228E for toasters.

CONTACTS

PURPOSE & RESULTS

Respondent

Obtained incident scenario
& product information.

Store Employees

Obtained product return
information.

EXHIBITS:

1. AUTHORIZATION FOR RELEASE OF NAME
2. LETTER TO RESPONDENT
3. SALES RECEIPT FOR TOASTER

4. MANUFACTURER INSERT SHEET ON TOASTER
5. OWNER'S MANUAL
6. CR # T-869-8570
7. RECEIPT FOR SAMPLE
8. AFFIDAVIT
9. CPSC PHOTOGRAPHS & NEGATIVES
10. ASSIGNMENT

950105CCC3200
Exhibit #1

U.S. Consumer Product Safety Commission

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



You are hereby authorized to disclose my name and address with the information collected on this case.



My identity is to remain confidential.

Nancy E. Lewis
(Signature)

Feb. 3, 1995
(Date)

United States Government
CONSUMER PRODUCT SAFETY COMMISSION

522 N. Central Avenue, Room 207, Phoenix, Arizona 85004
Phone # 602/ 379-3510 Fax # 602/ 379-3518

950105CCC 3200

Exhibit #2

January 17, 1994

Mrs. Nancy Lewis
230 W. Surrey Avenue
Phoenix, Arizona 85029

Dear Mrs. Lewis:

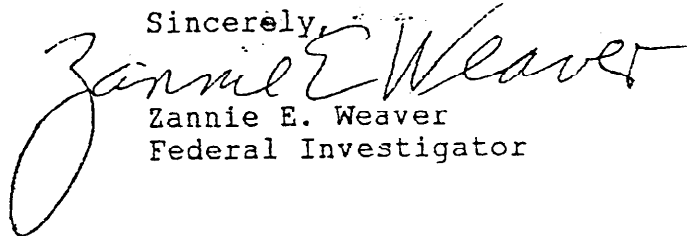
As an agency of the Federal Government, the U.S. Consumer Product Safety Commission (CPSC) is responsible for investigating consumer product related injuries and deaths and potential injury situations. These investigations help make us aware of hazards to children and adults and aids us in preventing similar incidents from occurring to other people.

We wish to obtain more information about the malfunctioning Black & Decker toaster. If the toaster is still available, I would appreciate your holding it along with any accompanying labeling. This will allow me to examine and photograph the product.

CPSC enforces the federal safety regulations covering consumer products such as household appliances, bunk beds, children's products, and power tools. Information about CPSC is enclosed.

I'll call you during the next week so we can set-up an appointment. Please call me if you have any questions. I can be reached at 602/ 379-3510.

Sincerely,


Zannie E. Weaver
Federal Investigator

Enclosures

950105CCC3200

Exhibit # 3

PRICE CLUB
5850 WEST BELL ROAD
GLENDALE, AZ 85308
WHSE 130

9709

11/29/93

Membership #	5020376457	00
89772	FRESH APPLE CIDER	3.998
5847	NAVEL ORANGES	3.998
20095	TOASTER OVEN BROILER	39.80A
16738	P.F.PARTY FAVORITES	3.498

Sales Tax	2.67
City Tax	.14
Total	54.08
CHECK	54.08
Change	.00

Item Count	4
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9709	4	3	10:16AM
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FOR SERVICE/WARRANTY INFO
PLEASE CALL 1-800-755-4866

SAVE THIS RECEIPT FOR RETURNS
THANK YOU

UN-PURGED

IDI # : 950105 CCC 3200
PRODUCT: Toaster
FIRM: Black & Decker
Shelton, CT 06485

CONTACTS:

1. Respondent
Nancy Lewis
230 W. Surrey Ave.
Phoenix, AZ 85029
602/ 866-2077
2. Store Mgr. - Steve Davis
3. Return Clerk - Deanne
Price Club
5850 W. Bell Rd.
Glendale, AZ 85308

ed Service Or Accessories?

ice, if necessary, must be performed by a Black & Decker (U.S.) Household Appliance Company-Owned or Authorized Service Center. The Service Center nearest you can be found in the yellow pages of your phone book under "Electric Appliances Small Wiring."

ailing or shipping your Toast-R-Oven™, pack it carefully in its original carton or any sturdy carton with enough packing material to prevent damage. Include a note describing the problem to our Service Center and be sure to give your return address. We also suggest that insure the package for your protection.

sumer-replaceable parts and accessories are also available at Black & Decker (U.S.) Inc., Household Appliance Company-Owned or Authorized Service Centers.

Carol Hearty

Two-Year Warranty

Black & Decker (U.S.) Inc. warrants this product against any defects which are due to faulty material or workmanship for a two-year period from the original date of consumer purchase or receipt as a gift. This warranty does not include damage to the product resulting from accident, neglect or misuse.

If the product should become defective within the warranty period, we will repair it or elect to replace it free of charge. We will return your product, transportation charges prepaid, provided it is delivered to any Black & Decker (U.S.) Inc., Household Appliance Company-Owned or Authorized Service Center.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For answers to any questions regarding warranty service/locations may be obtained by writing to:

Consumer Assistance and Information
Black & Decker (U.S.) Inc.
1000 Strong Road
Morton, CT 06484-4797 - 1-203

926-5620

No. 168631-07



Printed in U.S.A.

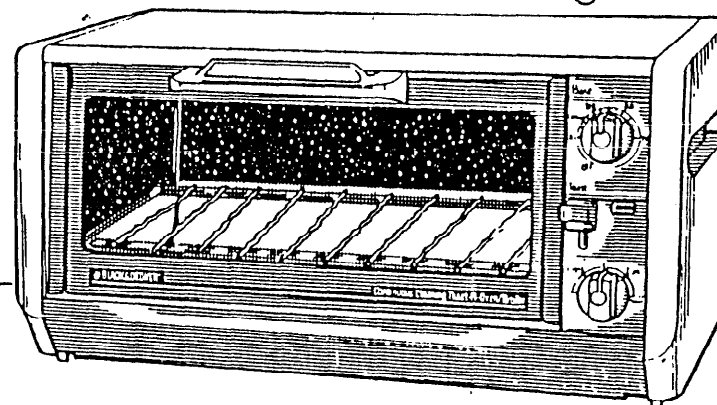
1-800-231-0781



BLACK & DECKER®

Toast-R-Oven™ Broilers

*J.S. Dept Consumer
Product Safety
James Weaver
379-3510*



Model TRO510

Models TRO51/TRO68/TRO400-TRO600
1500 Watts, 120 Volts, 50/60 Hz. AC Only
FOR HOUSEHOLD USE ONLY
Listed by Underwriters Laboratories Inc.

SAVE THIS USE & CARE BOOK

950105CCC3200

Sub #5

950105CCC3200

U.S. CONSUMER PRODUCT SAFETY COMMISSION

SAMPLE COLLECTION REPORT

Exhibit #6

1. Flag		2. Date Collected 2-3-95		3. Sample type & number [xx] Physical T-869-8570 [] Documentary	
4a. Product Name toaster/oven		4b. Model # TRO510	4c. NEISS 0216	5. Assignment Ref. 950105CCC3200A	
6. Complete for Import Samples a. Port of Entry : N/A b. Entry # & Date: N/A c. Country of Origin: d. HSUSA Code : e. Customs Contact :			7. MIS 32626		8. Hours: a. Activity 3 hrs. b. Travel 30 min.
			9a. Home RO FOER		9b. Collecting RO FOWR/PHX
10. Sample Cost \$ 20.00		11. Invoice Value of Lot N/A		12. Size of Lot one unit	
13. Manufacturer/Importer Black & Becker Inc. 6 Armstrong Shelton, CT, 06485		14. Retailer/Catalog Company Price Club 5850 W. Bell Road Glendale, AZ 85308		15. Consumer/Owner Nancy Lewis 230 W. Surrey Avenue Phoenix, AZ 85029	
16. Supporting documents attached: N/A a. Invoice # & Date: N/A b. Date Shipped: N/A c. Shipping Record # & Date: N/A d. Affidavit Signer's Name, Title & Date: Nancy Lewis, Consumer, 2-3-95					
17. Product Identification: Sample consists of a toaster/over. Labeling on the bottom of the toaster includes: " ***BLACK & DECKER MODEL NO. TRO 510TY ***U/L TOASTER LISTED 228E ***"					
18. Reason for Collection & Analysis Needed: FHSA[] CPSCA[xxx] FFA[] PPPA[] RSA[] Product may present a Sec. 15 electrical fire hazard.					
19. Summary of Field Screening: This toaster malfunctioned & began burning/smoking while in the Off position, see IDI # 950105CCC3200.					
20. Sample Size, Method of Collection: Collected malfunctioning toaster from consumer while conducting investigation. Sample was IDed as in # 21 and sealed in a plastic bag as in # 22. Sample kept under lock & key.					
21. Identification on Sample: T-869-8570 2-3-95 ZEW			22. Identification on Seal: T-869-8570 2-3-95 Zannie E. Weaver, Investigator		
23a. Sample Delivered To: Sample Custodian via UPS		23b. Date 2-8-95	24. Orig. Report/Records Sent To: CECA (Renaue RauchsSchwalbe)		
25. Laboratory/Office: ESEL[] HSHL[] HSPS[] CERM[] CECA[xxx] R. RauchsSchalbe					
26. Remarks: Attachments: 1. Affidavit, 2. CPSC Receipt for Sample, 3. Owner's Manual, 4. Mfger. Insert Sheet, 4. IDI 950105CCC3200, 5. Assignment					
27. Related Samples: none					
28a. Collector's Name, Title & Employee # Zannie E. Weaver, Investigator, # 8554			28b. Collector's Signature & Date <i>Zannie E. Weaver</i> 2-6-95		
29a. Reviewer's Name, Title & Employee #			29b. Reviewer's Signature & Date		
Distribution: Original [] Lab [] Fiscal [] Data [] Hdqtr [] Other []					